

Services and Assistance Select Health Provides

Appointments

Assistance making appointments when parent or group home has difficulty scheduling a visit with an in-network physical or behavioral health provider. Care Management (CM) can outreach to assist the member get access to care or find an alternative in-network provider.

Coordination of Care

Work with provider offices to help coordinate members' care or services which may include **referrals** (such as Baby Net, primary care or specialist appointments), **medications** (refill requests, assistance and education with prior authorization), or **durable medical equipment** (DME) such as enteral feeding supplies and wheelchairs.

CM can make **referrals for waiver programs** such as the Medically Complex Children's (MCC) Waiver or Children's Personal Care Program (respite needs).

Assist members to **obtain various medical supplies** (i.e., incontinence supplies, or equipment such as orthotics or wheelchair). CM can contact DME providers and establish the supply order set up.

Work with the member to **ensure specialist appointments are completed** and referrals are in place.

Provide **resource and service referrals** through Aunt Bertha, an online directory of available organizations that provide free and reduced cost services in the member's local area.

Assist with **coordination of behavioral health counseling services and appointments** (with behavioral health providers or mental health departments). CM can also **collaborate with the DSS caseworker** on the initial mental health evaluation that requires DSS caseworker be present.

Assist to **re-establish ongoing services** to help ensure continuity of care as soon as **Select Health is notified of a placement change** for a child in foster care.

Education

Educate the member and guardian on medications and conditions they cover, and discuss dosing and frequency. CM can:

- Outreach to a provider who prescribed a medication for assistance if clarification needed.
- Outreach to the DSS caseworker if a member is not compliant with medications as prescribed.
- Assist with outreach directly to the pharmacy if members encounter difficulties obtaining their medications.

CM can assist and educate the member, caregiver, and provider on the **prior authorization process**, and when prior authorization is needed.

Can educate the member and caregiver about the **availability of Medicaid transportation** (LogistiCare), and how to access it.

Provide education about the **First Choice disease management programs** for members with certain health conditions such as asthma, diabetes, and sickle cell. CM will outreach to the provider if additional education is needed, such as referral to a diabetes educator.

Outreach and Follow-Up

Follow up after an inpatient hospital or psychiatric residential treatment facility stay, which includes:

- Reviewing the post discharge plan.
- Ensuring that follow up appointments are scheduled.
- Ensuring medication, equipment, and home health needs are addressed.

Perform **outreach on care gaps** (i.e. well check, dental, vision) to meet required DSS guidelines for children in foster care, and assist in scheduling the appointments.

Outreach to the DSS caseworker to discuss any outstanding needs or concerns noted by foster parents or provider.